

Recruitment Guide

Welcome

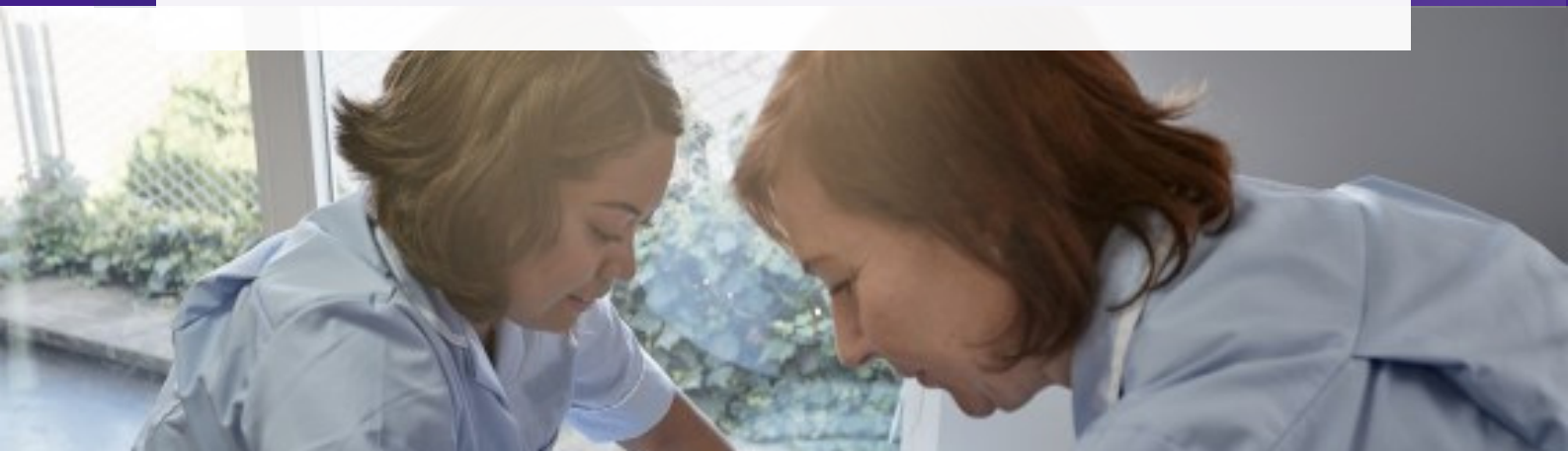


We are Call-In Homecare; one of the top Care at Home providers operating across Scotland.

Established in 1991, our colleagues are at the heart of everything we do. Our team of experts in local care support provide safe, bespoke and personalised care services to people with different needs, whilst promoting independent living.

We believe all individuals should be able to reach their full potential. That is why we offer induction and continual training, allowing everyone to access a rewarding career in care supporting those who really need it.

We'd love you to join us in meeting our goal of providing the top quality care across Scotland.



Would you like to make a difference to the life of someone in your community and have a career that is rewarding and challenging? If the answer is yes, then we want to hear from you!

Established in 1991, Call-In Homecare provides flexible, person-centred support services to allow individuals to live a dignified, independent life tailored to their needs and aspirations. We are committed to improving the well-being and quality of life for the service users we support. Our services are based on choice and control, personalisation and being a part of the community.

At Call-In we welcome everyone to apply as a Care Assistant, no matter your experience level. If you have experience as a Care Assistant, Support Worker, Carer, HCA, Health Care Assistant or in the NHS we would love to hear from you. However, if you do not have experience, we provide full training and encourage candidates from all sectors to apply, for example: retail sales assistant, customer service, hairdressers/beauticians, receptionist, administrator, cleaners, warehouse workers and delivery drivers.

With our full training and continual professional development scheme, this could be the start of your new career making a real difference to the lives of those in the community.



Mission Statement

Call-In Homecare provides a range of solutions to individuals and families who need care and support within their own homes, enabling them to preserve their independence and dignity. We do this with dedication, integrity and compassion.

We strive to develop and improve the services we offer, the solutions we deliver and the support we give to our staff and all others within the Company to achieve positive and meaningful outcomes.

What We Are Looking For

- Kind, caring and compassionate people
- Good level of English
- Experienced & non-experienced carers – everyone is welcome as we provide full training!

Your Role as a Care Assistant in the Community

- Assisting our clients in all aspects of their daily life, i.e. meal preparation, medication prompts and general domestic support
- Assisting clients with personal care
- Supporting clients to take an active role in the planning and provision of their care
- Recording and reporting daily visit information



What a Care Career with Call-In Offers You

- Up to £11.36/hour (+ holiday pay)
- Pension and mileage allowance (up to 40p/mile)
- Weekly pay
- Permanent contracts for both P/T & F/T with guaranteed hours or flexible working patterns
- Paid training & induction programme
- Fast-tracked job offer system
- Job security
- Working within the same geographical area
- A shift pattern that maximises your time off and annual leave
- Employee Assistant Programme (EAP) – offering free confidential access to counselling and tailored support programmes.
- Generous refer a friend scheme with opportunity to earn up to £300 per referral (unlimited).
- Continued Support and Career Development.
- Access to extensive well-being services and fitness programmes.
- Internal communication including exclusive store discounts and employee rewards.
- Free uniform & PPE
- Help with your SSSC Registration
- Instore discounts with a Blue Light card offering up to 60% off high street names.
- And, of course, an opportunity to give back to those who need it most.





Application Process

To apply for a Care Assistant career with Call-In Homecare, please visit our [Website](#). Here you can find our [Careers Page](#).

Browse our roles across various locations in Scotland (Edinburgh, Midlothian, East Lothian, West Lothian, Dundee, North Lanarkshire, South Lanarkshire, Falkirk, West Dunbartonshire, East Dunbartonshire, Renfrewshire and Glasgow). Then,

- Click on the position you are interested in and read over the job specification provided.
- Click 'Apply' in the bottom right-hand corner of the job advert.
- Complete the information required. You can create an account using your personal email and a password to save and revisit job applications as and when you'd like.

Once you have submitted your application, our recruitment team will review your application and, if successful, they will:

- Call you for an initial chat about why you'd like to work in Care and for Call-In Homecare,
- Invite you to an interview in person or via Microsoft Teams (depending on your flexibility)
- If successful, offer you a role with Call-In Homecare. Please note, you will have to provide documentation and apply for a PVG. The recruitment team will share more with you and support this stage of your application.

Our Training Academy

Once successful we will invite you to one of Call-In Homecare's training academies where we provide a 3 day training course about health and social care.

Our training team are care experts, with years of experience and knowledge. They will coach you through keys areas of care development and practice. This means, no matter your experience, you will be confident entering your new role providing top quality care in the community.

After you pass your training session, you will meet your Coordinator (the colleague that organises your shifts) to discuss the role and are you will be working in. They will answer any specific questions you may have. They will then put you on shadow shifts.

Shadow shifts are when you go out and shadow (follow on their care run) an experienced member of our team in the community. This allows you to conduct your first few care visits with confidence and ask any questions to a care expert. After you are happy and comfortable with shadowing shifts, you will successfully be a Call-In Homecare Care Assistant.





Colleague Reviews

- *“Communication within the office is great. There's always someone on the end of the phone I can call and get all the answers I need.”*
- *“Working for Call In Homecare has made me more confident in myself, I feel like I am my own boss out there, but I always have the office team to turn to when needed”*
- *“Office Staff have been amazing with me recently have had few personal things going on, always very supportive and friendly. Thank you Call-In.”*
- *“I am always pro active and I go the extra mile for my clients, I also like to chat with them and ask them what they would like. My efforts are really appreciated by all the team.”*
- *“This really is a great company to work for I will be sad to retire and leave behind my clients and office staff.”*
- *“Company is good - felt supported when needed if I'm in office at any point manager asks how I'm doing which is nice. The job makes a difference to people's lives and they are thankful which gives you a purpose. Clients are lovely which makes you want to go to work it isn't easiest job not by any means but it helps people and improves lives.”*

Our Locations

Call-In Homecare operate across Edinburgh, Midlothian, East Lothian, West Lothian, Dundee, North Lanarkshire, South Lanarkshire, Falkirk, West Dunbartonshire, East Dunbartonshire, Renfrewshire and Glasgow.

You can find our offices listed on [Our Website](#)



If you have any issues finding our offices, please contact our friendly recruitment team on:

- Edinburgh - 0131 656 7310
- Dundee - 01382 813490
- Lothians - 0131 448 1051
- Lanarkshire - 01236 739 947
- West of Scotland - 01505 874069
- Inverclyde - 01505 874069
- Glasgow - 0141 418 0606

If you have any questions, concerns or complaint in respect of data protection and this privacy notice, please do not hesitate to contact us.

